

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 22-02-22

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
19	19	0	Pass	NA

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickonSideNavigation is clicked

Status: Pass



Step No:2

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



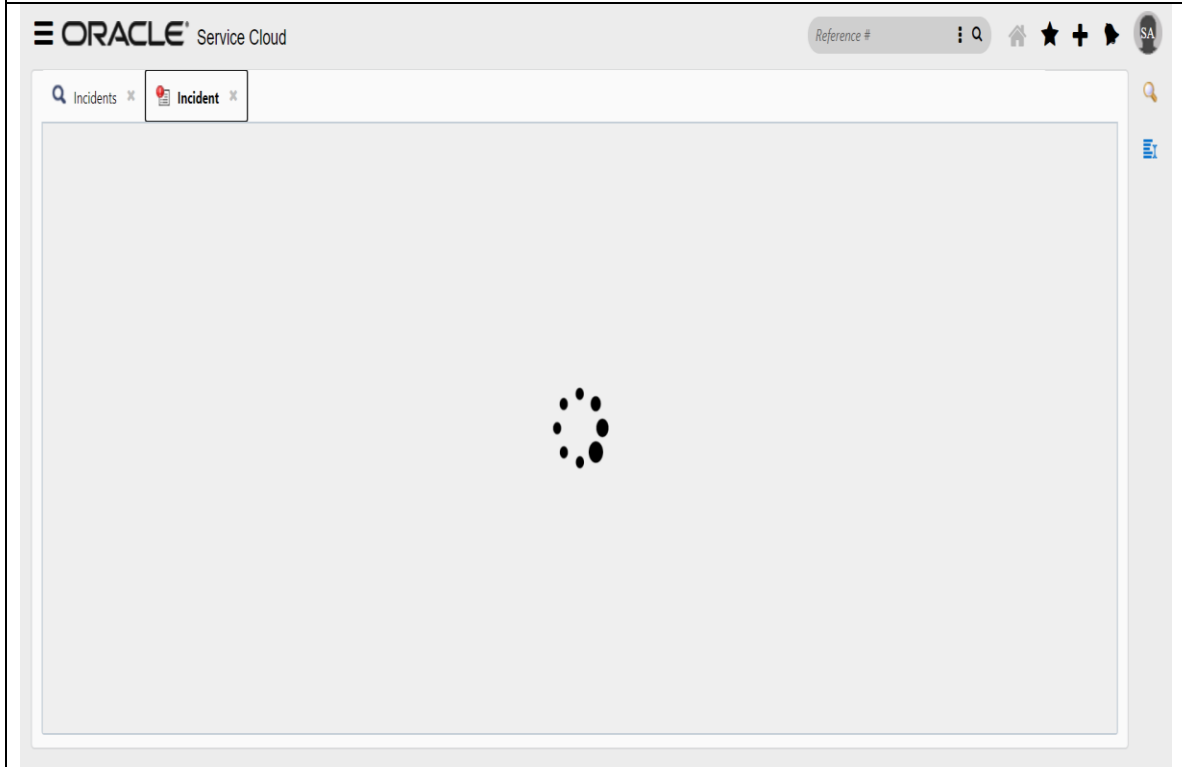
Step No:3

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:4

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows a breadcrumb trail: 'Incidents > 200730-000070'. Below this, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is present with tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments' (which is the active tab), and 'Audit Log'. Under the 'Attachments' tab, there are buttons for 'Upload', 'Download', 'Properties', and 'Delete'. Below these buttons is a table with columns: 'Name', 'Size', 'Created', 'Updated', 'Description', 'Private', and 'Action'. The table currently displays the message 'No items to display.'

Step No:5

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

 **ORACLE** Service Cloud

Reference #



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